

## **Transcript: Justin**

**Mills-5841082642644992-4778838311092224**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Megan. I'm calling, um, as an employer on behalf of an employee. Um, so the question I have is they received a termination for their court-ordered benefits, and I'm curious what I should do with the documentation so that you guys have it, um, and I would receive, um, like a termination on your side to turn off the benefits for my, my system. Um, so you could either fax it over to us at Benefits and a Card- Okay. ... um, or, I'm trying to think what that... Yeah, yeah. I would, I would think fax would be the easiest way, 'cause that's where our data entry team could get that and then put it in our system from there. Oh, yeah. That's the most common procedure. I, I've never, um, sent over a termination for the benefits before. So is that... If I receive a, um, court-ordered notification, I should send it that way? Correct. Okay. So that's faxing@benefitsandaccord.com, right? That's where I should send it? Correct. Yes, ma'am. Or is there an actual number? Oh, okay. All right. Perfect. I'll send that now. Awesome. Thank you so much. Thank you. You're welcome. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. My name is Megan. I'm calling, um, as an employer on behalf of an employee. Um, so the question I have is they received a termination for their court-ordered benefits, and I'm curious what I should do with the documentation so that you guys have it, um, and I would receive, um, like a termination on your side to turn off the benefits for my, my system.

Speaker speaker\_0: Um, so you could either fax it over to us at Benefits and a Card-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, or, I'm trying to think what that... Yeah, yeah. I would, I would think fax would be the easiest way, 'cause that's where our data entry team could get that and then put it in our system from there.

Speaker speaker\_1: Oh, yeah. That's the most common procedure. I, I've never, um, sent over a termination for the benefits before. So is that... If I receive a, um, court-ordered notification, I should send it that way?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. So that's faxing@benefitsandaccord.com, right? That's where I should send it?

Speaker speaker\_0: Correct. Yes, ma'am.

Speaker speaker\_1: Or is there an actual number? Oh, okay. All right. Perfect. I'll send that now.

Speaker speaker\_0: Awesome. Thank you so much.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.